

ADA-30 Operations Center Activity Report
September 11-14, 2001

TIME	Remarks
0835	Received call ANE/Barry of possible hijack AAL11, B767, Bos-Lax, pilot keying mike and intruder in cockpit," stating Don't move or I'll kill you. 3
0836	ACI Notification (Smith) conferenced in with ANE ROC and ATCSCC.
0840	Acft heading toward JFK. Received via conf. with ANE/ROC
0842	Reportedly a flight attendant has been stabbed. Received via conf. with ANE/ROC
0844	Reportedly a passenger had been shot. . Received via conf. with ANE/ROC
0845	Received a report that an aircraft had hit the World Trade Center in New York City. Received via conf. with ANE/ROC.
0845	ADA-20 Notified (Noel)
0846	ADA-30 Notified (Avery)
0850	ACC activated. <u>Tactical net requested by ACO.</u> (includes only FAA ^{security} but they may also call any outside players - like NORAD)
0850	ADA-2 Notified
0852	MOC activated. (FAA TOP MGMT)
0854	CNN televised that an a/c had hit the World Trade Center in New York.
0855	ADA-1 Notified
0859	CNN televised that 2 a/c had World Trade Center.
0910	AGC-1 Notified
0910	AAM-1 Notified
0913	AVR-1 Notified
0915	AAT-1 Notified
0915	ASY-1 Notified
0920	ATS-1 Notified
0920	NMCC Notified (Major Chambers) } by primary net.
0920	<u>Primary net requested by ACO.</u> } ^{activated} (includes State Dept, NMCC, White House, Secret Service, DOS, FBI, CIA, DIA, this remains ^{continuous} open line of communications until deactivated)
0921	FBI Notified (Jeff Bower)
0922	Secret Service Notified (C. Green)
0923	DOJ Hijack Notified (J. Dacrm)
0924	AGL ROC reported AAL77, b752, from IAD to LAX, 10E York, Ky at FL350 disappeared from radar at 1256Z.
0925	CIA Notified (P. N.)

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0927	DIA Alert Center Notified (Hambolt)
0928	DOS Ops. Ctr. Notified (Cha)
0929	White House Notified (Rob Hargis)
0940	Computer room activated.
0935	Channel 9 televised that an a/c had hit the Pentagon.
0945	Contacted Corcoran/Lewis to come in for assistance.
0945	FAA Building Evacuated.
1036	National COOP has been activated/COOP ANS activated.
1045	Ground stop on all US Air Carriers @ 1017
1040	Alt ACC ACTIVATED.
1052	MLP call received. State OPS advised relocated to alternate site.
1117	Article being televised a/c hit Pittsburgh
1122	ANS activated to inform Level 1's Cadre has been activated.
1150	Conf AOA-1/ADA-1 with S-2, American CEO, Delta CEO, and United CEO.
1215	National at SECON level C, All regions at D.
1227	ANS stopped and cancelled.
1238	Chuck Martin notified COOP Working group activated.
1249	ARINC/Gary Gambarani--HIJACK acft Korean KE0085, type unkn, inb to ANC (tail #HL7404) ETA unkn.
1250	Page AVR/Gilligan to go to ADA-1 office.
1251	Glenn Bissenett AVN 250 (b) (2) High paged Linda Blythe. Have FAA fleet status. ACS/Weikert briefed on Korean Hijack
1252	ADA-2, AOA-1, ADA-1 briefed on Korean Hijack acft.
1256	AAT/Griffith briefed on Korean Hijack acft.
1258	Via DOS/Pictuta-- Colin Powell departing Lima Peru enroute DCA ETA 1800E.
1258	DOE OPS called--S1 trying to get an acft to go get Gen. Gordon at STRACOM in OMA. Passed to AAT/73666.
1301	Approved use of all GETS card.
1301	ARINC/Gary Gambarani--HIJACK acft Korean KE0085, type unkn, inb to ANC (tail #HL7404) ETA unkn.

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1305	Page AVR/Gilligan to go to ADA-1 office.
1308	Gilligan responded msg passed.
1312	ADA-1/AOA-1 conf with UAL Airlines/ AAL Airlines/Bob Baker. Received copy of ARINC msg on Korean Hijack acft, copies given to ACC and Computer room.
1318	Via AAL 77 believed the one that crashed in Pentagon AAL 11 World Trade Center, UAL 175 WTC; UAL 93 Johnston, PA. Another conf scheduled for 1630E to discuss ATC system status.
1323	Conf Mark Anderson UAL with S-2/S-1
1325	McSweeney arrive at site.
1329	Streeter is in Dayton, OH, can page him if needed.
1330	Dave Berthiaume/Fema Central Locator System (b) (2) High
1337	AAL ROC evacuated.
1345	Msg passed to Jeff Griffith from Trent Cumming AAL ROC ref facility evacuation due incoming unidentified acft and civilian acft unable to land due to military interference.
1351	Dan Diggins conf with ZAN, unable FTS, using GTS card. Unable to get thru, receiving fast busy. To get regions use GETS card.
1352	Gov VA declared state of emer for VA full activation, and increase awareness. VA Emer. Management Activation Center. (b) (2) High
1405	3 rd floor not activated (b) (2) High Gov at emer site full activations in a standby status has not declared state of emergency. (b) (2) High AAL/Monaco conf with Bud.
1407	Conf Diggins with ZAN. ----For update from ZAN call (b) (2) High ZAN flight status No diversion to ANC 14 in airspace; 11 to Whitehorse, Canada, 3 to Fairbanks, AK. FedEx has 4-acft enroute from the Orient. Contact person for ZAN Darla Gerlach
1421	Hazel Boone/AMQuebue, took number for someone to call back, (b) (6) pass to Roger Palmisano.
1428	AAL ROC return to bldg.
1430	Via ADA/Noel FAA is not activating Scatana, not shutting down any nav aids. Commercial flights are not expected to resume until 9/12 after 1200E.
1444	AWP reports traffic.
1445	Computer room conf ended, will reestablish at 1530E, unkn if FAA will be added.
1450	Via AEA ROC/Comancho HIJACKED ACFT: AAL 11, B767, BOS-LAX, crashed into World Trade 92 POB all fatal; UAL 175, B767, BOS-LAX; AAL 77, B757, IAD-LAX crashed into NMCC 64 POB. UAL 93, B757, EWR-SFO, crashed south of Indian Lade Arpt, PA, UNKN POB, all fatal
1455	Conf OST/Flaherty with AOA/Rochelle ref AOA-1 call.
1458	The Korean acft was not Hijacked, miss communication, acft landed White Horse.
1510	Established and checked onto FEMA net, 5X5, no traffic to pass.

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1514	ADA/Noel update via S-60/Falvey a UAL B747, Enroute LAX to Sydney, Diverted to Bisborne PAX (Arab) spotted typing on a laptop, mission failed. Pilot in control of acft.
1518	USA 937, type unkn, turned around and returned Madrid. (b) (2) High
1525	Ruth Levernez has telecon at 1600E with ARC-2 tele (b) (2) High Unable to find a number Traci Pacquin, no home number listed. ASW ROC/Miller advised.
1531	Received fax and issued to Steve Jenkins/ACI
1535	Air Terror conf via MLP--request status of DAL 1989, AAT/Mello took call. DAL 1989, BOS - LAX, landed 1022E, security was searching acft. Advised to leave conf open.
1600	Computer room conf began. (b) (2) High
1605	Ed Faberman/Air Carrier for AOA-1 (b) (2) High number passed to Cecilia.
1608	Blythe responded, advised N1NA will dep DCA at 1730E enroute, Johnston, PA then LGA.
1615	Computer conf complete.
1640	Following airlines CEO will have a conf with AOA-1, John Kelly/Alaska Airlines, Donald Carty/American, William Franke/American West, Gordon Bethune/Continental, Leo Mullin/Delta, Richard Anderson/Northwest. Numerous calls from other airlines. AOA office advised but calls in and keep a list.
1650	AOA Airline conf convened.
1658	OST/Taylor conf with Michelle Pachet/AOA in AOA library
1700	White House MLP did not want FAA in conf.
1703	Received fax that ANE regional field office attained SECON Level Delta (b) (2) High
1730	Airline conf ended, next FAA conf with airlines only 1900E (b) (2) High FAA conf at 2030E.
1737	Michelle Pichet request Sullivan, Sullivan in conf with AOA-1. Mike Wiekert conf with AAT/Donner.
1745	Via FBI (ATL) Victim Assistance # 404-679-9000.
1812	Computer room conference terminated. Sgt Sandy Croote NY State Police Command Post (b) (2) High requested info if there is an advisor out to ground all acft.
1817	Conf Patty Gray Smith with Laura Brown.
1825	Service B GENOT 1/33 transmitted.
1826	All FAA ACE facilities second level Delta.
1830	Received NRC copy of Terrorism report.
1833	Faxed Notam info to NY State Police Command Post on acft grounding.
1836	Recd AWP situation report #1. Secon Level 1 at 1345P.

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1840	S-1 requested info on # of acft grounded in Canada. ADA-2 provided the info of 123.
1842	ASW telcon @ 2100C.
1848	HQ Terrorist Attack on U.S. Situation Report #1 issued.
1850	Situation Report #1 faxed to S-1 office.
1853	Received fax from Air Transport Assoc for AOA-1, copy delivered to AOA-2, copy delivered to AOA-1 office.
1900	Capt Irving conf with AT Waivers.
1910	FAA Technical Center SITREP #1 received.
1912	John Daly requested Mike Morris.
1925	Received fax from United Airlines.
1935	GENOT 1/33 faxed to Corcoran.
1945	Fax prelim ATC summary relating to UAL 93 to S-1 at (b) (6)
2000	Begin 255 RADAY.
2002	Via Cecilia AOA-1/ADA-2 returning to bldg for 2030E airlines/AOA conf patched to Library.
2010	Threat to U.S. Aircraft Operators Directive given to security.
2011	DOT/Janet Bennai conf with DOT DEP CS.
2015	Senator Kennedy will attempt to contact AOA-1 later this evening. Msg delivered to AOA-1
2030	APA reestablished telecon on (b) (2) High Airline Conf convened.
2034	DOT/M. Brown called for DOT/Flaherty requested AOA-1 or ADA-2, ACS-1. ACS-1 informed.
2035	ACS-1 refused call, directed to ACS-2.
2037	Unable to locate ACS-2. ACS-1 requested AOA-1 take the call.
2039	AOA-1 conf with DOT/Flaherty.
2050	DOT DEP/Jackson joined the Airline conf.
2052	Streeter returned Paged. Conf with AFS/Swansee. Streeter advised. Swansee conf with Donner.
2056	Senator Kennedy called requesting AOA-1.
2059	Senator Kennedy conf with AOA-1.
2103	Donner conf with Swansee. Via conf Tony James in Phl. No activity at Pentagon.
2115	Paged Canoles for Tony Ferrante.

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2120	Conf Canoles with Ferrante. Battle and McKie depart facility.
2125	Conf Tom Kaufman with ACI ref possible Security Directives.
2145	Paged Diggins for Tony James.
2150	Conf Diggins with James. Res PA accident.
2157	Conf Christine Roberts (CIA) with Chief of staff office.
2200	Avery, Noel, and Hubbard depart facility.
2205	DOS Stevens for AIA Raiper (AIA).
2212	Paged Raiper (AIA) for Stevens at DOS. Ref Prime Minister for flight to depart DCA destination Australia.
2230	Jean Borris for Joan or Dan. Both departed facility and Building.
2245	Conf Sharon Bryson for AOA-1 and Susan Sullivan. In OPSCENTER.
2300	Began conference. Briefed by CeCe from ADA ofc that conference has been rescheduled until 2345E.
2324	AAT Diggins will be in all night can be reached on either cell or pager.
2330	APA-2 departs facility. APA Conference will commence on 9/12/01 approximately 0700.
2337	Conf WHSR with DOT/ on 9/12 a 0630 conference call has been scheduled with S60 with the White House and other government agencies.
2340	Mr. Pore for AVR-2. paged.
2344	Mr. Pore cancelled request for AVR-2.
2345	Convened Conf for AOA with the Airline CEO's with AOA-1/AOA-1 in library.

SEPTEMBER 12, 2001

0001	Rayday change. Conference with AOA/ADA and Airline CEO's still in progress.
0040	Conf APA/2 L. Brown with DOT/PA Brian. Computer room Conference expected in AM approx 0630 with S1 and S60 with multiple players.
0100	ACO-1 Gen Caranavan in facility using STU-III.
0115	Conf Diggins with AEA-ROC for connection to PIT.
0130	AOA-2 departs Building. Can be reached at home.
0145	AOA-1 Departing Building. Stopped by facility to thank for job well done.
0150	Paged Diggins for
0155	Conf Diggins with FBI.

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0158	ADA/2 departs facility
0200	Mike Bates (b) (2) High looking for someone in ADA suite. A fax was to be sent to Mr. Bates.
0630	Computer Room conf began, DOT-S-2, ADA-1, ACS-1, And AAT-2.
0701	OAK/FIFCO-Glen Bissonnette requested FAA aircraft disposition conf HG-6/Blythe.
0705	Rescheduling administrative telecons thru AEA.
0710	Conf ADA-1 with AVR-1.
0720	Update: Waivers (b) (2) High
0725	Pat Dillion ABC News requested to fly over the Trade Center, Waivers # given.
0742	Delivered 5 fax messages to AOA-1.
0800	FAA with Airlines CEO began.
0807	Security delivered 4 messages to be transmitted.
0815	DOT/Taylor conf with ACS-1 office.
0817	Security Directive SD108-01-04, EA 107-01-01, SD 108-01-03, EA 129-01-03 received.
0826	Paged APA-1 for ADA -2 office.
0838	Command Center request we take some of their conf calls adz we are unable. Were able to handle the situation.
0840	G-Cars keys returned to ADA-20. Johnson on duty.
0847	Paged APA/Spitalier for Peggy Gilligum.
0850	Pentagon Significant Event Conference received very garbled.
0900	FAA Airline Conf convened with the following airlines CEO: ATA, NWA, FRONTIER, LIB, NATA, EVERGREEN, HAL, USA, EMERY, SWA, FEDERAL EXPRESS, MIDWEST EXPRESS, AAL, UPS AIR, CONTINENTAL, AIR TRAN, UAL, REGIOAL AIRLINE ASSOCIATION, ACA, AMERTRAN, AIRBORNE EXPRESS, CARGO AIRLINE ASSOCIATION, ALASKA AIR, MASA, DELTA, TWA, ATLAS AIR, AVR-1.
0905	All 700's conf at 1030E passcode (b) (6) Airline conf passcode # (b) (6)
0908	ADA-2 approved ATP/s/Settles to join FAA Airline conf.
0910	MLP call received, Security/Smith joined conf.
0915	Flash message received for ATP-1, AAT-1, ATP-1, ATP-200 and ATCSCC.
1022	ANE SITREP # 2 received.
1030	Aircraft movement sitrep received from Transport Canada delivered to AAT-3. 700's conf began.
1040	ARC-Mickle adz ARC-1 conf at 3pm will have Tracy Pacquin, Veronica Calvery, and John Pallant will be calling in and there's no need to patch into the conf. Room.

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1045	RCOM Eastern net check relayed thru AGL ROC.
1055	Radio checked FEMA NECN.
1100	FAA conf with Airlines CEO'S began.
1130	Security 700's conf complete.
1133	Updated aircraft movement sitrep received from Transport Canada delivered to AAT/Montgomery. NORAD Emergency contact #COMM (b) (2) High (STU-III).
1150	Rochelle adz FAA conf with Airlines CEO will occur every 2 hours.
1220	ACP-2/Quinten Johnson stated the Administrator requested he brief 4 individuals requested a conf slot at 1300 passcode (b) (6) issued.
1225	FAA COOP deactivated.
1400	FAA conf with Airlines CEO convened. Next telecon at 1730E.
1500	ARC-1 conf convened.
1510	ACS-1 conf with Heady/Airborne Express, Shumeir/Atlas Air, Synder/Polar Air, Altman/Airline Cargo Assoc, Priddy/NATA. Attempted to locate Longmeir.
1545	Conf OST/Martin Whitner AAI/Bud Donnier provided FAA-IIC telephone # (b) (2) Low
1620	AAI/Anderson is at Pentagon. Acting as FAA Liaison.
1650	S-1 briefing started.
1715	AAI/West in NY inquiry. CNN reporting GA acft enroute NYC, checked with AEA nothing heard, ACO/Charlotte advised, it is a Civil Air Patrol acft. West pager (b) (6)
1720	Paged West
1722	Info passed to West.
1730	Convened FAA CEO conf. Next conf 1900.
1743	Conf Senator Cantwell with AOA-1 office.
1745	Conf S-60/Sharon Sharp with Charlotte Brown.
1815	Per APA/L. Brown APA passcode changed to (b) (6) for media only
1818	AGI-1/Quintin Burgess requested a telecon for 9/13 passcode (b) (6) given.
1820	White House called requested a computer room conference at 1830 with a S-60 or representative.
1834	Left message for AGI-1 to call for a passcode change.
1848	APA conf bridge terminated
1854	FAA SITREP #2 received.

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1900	CEO Airline conference.
1922	Rochelle Claypoole in facility said they would call us with time for the next CEO Airline conference.
1930	S-1 enroute to facility for conference.
1949	Senator John Carey's of (b) (2) High called for AOA-2/Zoeller. Left msg for Zoeller.
1955	FEMA called asking for location of S-1.
1958	FAA has gone to Security Condition Charlie.
2000	Mineta, Underwood, Canavan, Flaherty, Belger, Garvey, and Taylor in facility for conference in Computer Room.
2001	AAT-1/Peacock called for ACS\\Longmire passed to ACI Watch/Roberts.
2028	Senator Carey for ADA-2/Miller confd.
2140	State Dept Task Force 1 called with Prime Minister of Australia in reference of flight to depart tonight from Hawaii...transferred to Waivers-AT.
2210	Zoeller in facility giving time of next CEO Airline's conference (b) (6)
2230	CEO Airline conference.
2240	Jack Salata the ACI/ACS rep to the FBI confd with AAT/Diggins in reference to ATC Radar Data and Voice Data of the 4 hijacked acft.
2304	Mike Senzel/NSC for General Canavan/DOT left msg.... msg delivered to AOA ofces/Hartman.

SEPTEMBER 13, 2001

0001	Raday change.
0126	AOA/Garvey called in and requested Security to give her a call if they have any problems with the major arpts.
0127	Passed information to ACC/Charlotte Bryan AOA/Garveys request.
0155	Ron Gerber/America West (b) (6) wanted to know about arpts not able to open in a.m.... call passed to ACC/Weikert.
0251	Rcvd call from NORAD/Maj Mitchell asked if WOC had heard anything about an explosion at ZMP.
0253	Briefed ACC/Bryan about situation.
0255	Called AGL ROC/Gary.... checking with ZMP and ZID.
0257	AGL ROC/Gary reported no explosion at either facility.